

County of Los Angeles – Department of Mental Health
Service Area 3

Quality Improvement Committee Meeting

September 17, 2014

9:30 am – 11:30 am

AGENDA

I Welcome and Introductions	Bertrand Levesque
II Review of the Minutes	Bertrand Levesque
III Presentation-Provider Directory	Dr. Vandana Joshi
IV QA/QI = Rosemary Children Services	Diana Scott

Quality Improvement

I PRO Change of Provider Report	Bertrand Levesque
II List of Name for Provider Directory	Bertrand Levesque
III List of Providers and Services (Directory)	Bertrand Levesque
IV Final EQRO report	Bertrand Levesque
V MHSIP Survey	Gassia Ekizian
VI Office of Med. Director/Laura's Law	Gassia Ekizian
VII Cultural Competency	Elizabeth Owens
VIII Safety Intelligence	Elizabeth Owens

Quality Assurance Liaison Meeting

I IBHIS Procedure Codes	Bertrand Levesque
II LPCC and Billing	Gassia Ekizian
III Documentation Training and COS	Gassia Ekizian
VI Claiming for Travel Time	Bertrand Levesque

Other Issues

I Announcements	All
II Adjournment	Bertrand Levesque

**Next Meeting: October 15, 2014 at Enki, 3208 Rosemead Blvd
2nd Floor, El Monte, Ca**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	Service Area 3 QIC	Date	9/17/2014	
Place	ENKI - 3208 Rosemead Blvd., 2 nd Floor, El Monte, CA 91731.	Start Time:	9:30 am	
Chairperson	Dr. Bertrand Levesque	End Time:	11:05	
Co-Chairs	Gassia Ekizian Elizabeth Owens			
Members Present				
	Judy Law	Alma	Stella Tam	Heritage Clinic
	Susan Lam	Almanson	Ari Winata	Hillsides
	Laura Solis	Almanson	Gerry Bonilla	Homes for Life
	Sharon Scott	Arcadia	Yesenia Rodriguez	Leroy Haynes
	Fernando Reyes	Bienvenidos	Maelissa Hall	Maryvale
	Mark Rodriguez	Bridges	Karla Martinez	Maryvale
	Erin Grierson	Crittenton	Nicole Unrein	Pacific Clinics
	Paula Randle	David & Margaret	Daniella Chavez	Prototypes I-CAN
	Bertrand Levesque	DMH	Elaine (Carol) Lomas	PUSD
	Greg Tchakmakjian	DMH	Diana Scott	Rosemary
	Mary Crosby	DMH	Kesica Middleton	Rosemary
	Nancy Uberto	D’Veal	Rebecca deKeyser	San Gab. Children's
	Ariana Alvarez	D’Veal	Sally S. Michael	SPIRITT
	Michelle Hernandez	ENKI	Anna Milholland	The Family Center
	Windy Luna-Perez	Ettie Lee	Elizabeth Owens	Tri-City MH
	Tiffani Tran	Five Acres	Natalie Majors	Tri-City MH
	Gassia Ekizian	Foothill	Rosemary Flores	Trinity
Debbie Jih	Hathaway-Sycamores	Katia Perez	Violence Intervention	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	Dr. Bertrand Levesque called the meeting to order, followed by self-introductions.		
Review of Minutes	The minutes from the august 2014 were reviewed. One correction was made to minutes. Sally Michael motioned to accept the minutes, seconded by Rebecca De Keyser.	Minutes will be corrected	Natalie Majors-Stewart
QA/QI Process Rosemary Children's Services <i>(Diana Scott)</i>	<p><u>Context:</u> Rosemary Children services Quality Assurance staff consist of one Director and two Specialists. The Quality Improvement Department is responsible for conducting evaluations, surveys, investigations and chart reviews across the agency's various programs.</p> <p><u>Chart Reviews:</u> Reviews are done weekly. A random sample of charts is selected each Monday and the charts are reviewed cover to cover.</p> <p>The Quality Improvement Department meets with the Mental Health Department every Thursday to review audit findings. One week is allotted to address audit findings. For medication support services, the department collaborates with the head of services to address deficiencies. The QI director reports all findings to Programs Directors.</p> <p><u>Training:</u> Service providers receive training binders with all agency forms, policy and procedures, other training materials. The QI department staff also provided one-on-one training with service providers to offer training support.</p>	Next Presenter will be determined by Dr. Levesque.	Dr. Bertrand Levesque

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Presentation- Provider Directory <i>(Dr. Vandana Joshi)</i>	<p>Presentation included a review of the online provider directory and also a review of how to keep provider information updated. See hand out for more information.</p> <p>The Provider Directory (electronic and print versions) can be viewed on the PSB-QID Website: http://psbqi.dmh.lacounty.gov/data.htm. The 2014 print version of the provider directory will be published very soon.</p> <p>Agency Provider Directory information can be updated the following ways:</p> <ol style="list-style-type: none"> 1. Location management system- Can register as a new user. Add a comment to request changes. (Only certain individuals will have permission to make changes directly). 2. Provider Directory Mailbox – Send an email requesting update. 3. Network of care site- Update changes on websites, updates will be sent to provider directory mail box. 	<p>Please review handout; Agencies should be accountable to update information when needed. This system does not replace the need to still notify district chief and liaison.</p>	<p>SA3 Membership</p>
PRO Change of Provider Request <i>(Dr. Levesque)</i>	<p>Disseminated a report of the agency individuals who are responsible for sending change of provider report.</p>	<p>Members were asked to please verify/update information on report.</p>	<p>SA3 Membership</p>
List of Names for Provider Directory <i>(Dr. Levesque)</i>	<p>Disseminated a report for list of Names, Providers, and Services.</p>	<p>Members were asked to please verify/update information on report.</p>	<p>SA3 Membership</p>

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Final EQRO Report (Dr. Levesque)	Notified members that the EQRO report was emailed for review. The report was sent out twice: 1) Full report in one email, 2) Full report separated into four emails. Both contain the same information.	Please review the report.	SA3 Membership
MHSIP Survey (Ms. Ekizian)	Reported that the final MHSIP Survey report is not yet ready. It will be posted and members will be notified when the report is available.	Members will be notified when report is ready.	Dr. Bertrand Levesque
Office of Med. Director/Laura's Law (Ms. Ekizian)	OMD will establish the Assisted Outpatient Treatment LA (AOTLA) pilot committee, which is an oversight committee to review and monitor how clients are linked to services. Will outreach to 500 candidates each year, 300 will be FSP.	More info will come on this soon.	
Cultural Competency (Ms. Owens)	Last meeting was 9/10/2014. Cultural Competency is working towards collecting demographic information for cultural and linguistic considerations.	Meetings are held every 2nd Wednesday of the month @ 695 Vermont, 10th Floor. Next meeting: 10/8/14 – 1:30-3:30.	
(Safety Intelligence) (Ms. Owens)	There is a new DMH online system for clinical incidents. This system is planned to go-live for DO in October. The current policy on reporting clinical incidents is under revision, and the new policy will be published soon.	Trainings on the system will be by webinar and will be posted on DMH Website.	
IBHIS Procedure Codes (Dr. Levesque)	Provided an update on IBHIS and procedure codes. According to bulletin, once all providers are live in IBHIS, the Guide to Procedure Codes will be phased out and all information in the Guide will be moved to either the Organizational Provider's Manual or the IBHIS Addendum.	Please review bulletin 14-04.	SA3 Membership
LPCC and Billing (Ms. Ekizian)	Discuss which agencies have LPCCs working as service providers/possible billing issues. Both ENKI and Ettie Lee reported that they have LPCC service providers, but denied having any	If any agencies are having billing issues for LPCC service providers, please notify Dr. Levesque immediately.	

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	trouble with billing.		
Documentation Training and COS <i>(Ms. Ekizian)</i>	<p>Reported that the name for documentation training has changed to “Understanding documentation, Medical Necessity Documentation, and Reimbursable Service Components”.</p> <p>Reported a change for COS regarding the ability for outreach and engagement to be provided even if an episode exists. The COS form will be updated, and a companion guide will be online. There will also be some training to come regarding distinguishing between COS and MAA.</p>		
Claiming for Travel Time <i>(Dr. Levesque)</i>	<p>Clarified some claiming requirements for travel:</p> <ol style="list-style-type: none"> 1. Traveling from a provider side to a field/community location is billable, but the travel must be justified. Must specify in the assessment/note, why this service needs to be provided in the field for this client. Must be individualized. 2. Traveling from one certified site to another certified site cannot be claimed (including certified schools). 	The DMH QA division is looking into this, and a bulletin will be coming soon.	
Handouts	<ol style="list-style-type: none"> 1. Provider Directory Presentation Handout 2. QA Bulletin – IBHIS Addendum Guide to Procedure Codes 		
Announcements	None		
Next Meeting	<p>Next Meeting is November 19, 2014 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.</p>	October 2014 meeting will be dark.	

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Respectfully Submitted, Natalie Majors-Stewart, Tri-City Mental Health